WORCESTER

Bosch Group

15/24SBi SYSTEM BOILER

benchmark™

Worcester supports the Benchmark code of practice

	G. C. NUMBERS	
APPLIANCE	**NATURAL GAS**	**L. P. G.**
15SBi	**41 311 43**	**41 311 45**
24SBi	**41 311 44**	**41 311 46**

USER INSTRUCTIONS & CUSTOMER CARE GUIDE

IMPORTANT: THIS APPLIANCE IS FOR USE WITH NATURAL GAS OR LPG.
THESE INSTRUCTIONS APPLY IN THE UK ONLY.
THESE INSTRUCTIONS ARE TO BE LEFT WITH THE USER OR AT THE GAS METER

EXCELLENCE COMES AS STANDARD

Thank you for purchasing a Worcester SBi gas-fired system boiler.

The SBi Series appliances are made by Worcester and the strictest quality control standards are demanded throughout every stage of production.

Indeed, Worcester, part of the Bosch Group have led the field in innovative appliance design and performance for more than 40 years.

The result is that your new Worcester system boiler appliance offers you the very best of everything - quality, efficiency, economical running costs, proven reliability and value for money.

What's more, you also have the assurance of our no-nonsense 1 year parts and labour guarantee.

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GENERAL INFORMATION

GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1998

It is the law, in GB, that all gas appliances must be installed by a competent person in accordance with the above regulations. Failure to install appliances correctly could lead to prosecution. It is in your interest and that of safety to ensure compliance with the law. The manufacturer's notes must not be taken, in any way, as over-riding statutory obligations.

In GB, a competent person is someone registered with CORGI. All CORGI registered installers carry a CORGI ID card and have a registration number. Both should be recorded in the BENCHMARK checklist. You can check that your installer is CORGI registered by calling CORGI on 01256 372300.

WARNING: This appliance must be earthed and protected by a 3 amp fuse.

ELECTRICITY SUPPLY: 230V ~ 50Hz

IMPORTANT: To get the best from your Worcester system boiler please read these instructions carefully.

In the event of a fault the appliance should not be used until the fault has been corrected by a competent person.

BENCHMARK

The Benchmark initiative is a code of practice to encourage the correct installation, commissioning and servicing of domestic central heating boilers and system equipment.

A checklist can be found in the back of every installation manual. **This is a vital document that needs to be completed by the installer at the time of installation. It confirms that the boiler has been installed and commissioned according to the manufacturers instructions.**

In Eire the declaration found in IS 813 must be completed. Without completion of the checklist and/or declaration, manufacturers may refuse to respond to a call-out request. It is important that the checklist and/or declaration are fully completed by your installer.

GENERAL DESCRIPTION

(See Fig.1.)

The WORCESTER system boilers are sealed system central heating aplliances. They consist of a gas fired boiler having a varying output of between 6 - 15kW (15SBi) and 15 - 24kW (24SBi), a circulating pump and all necessary controls to provide central heating.

They can be connected to a domestic hot water supply system through an optional, internally fitted diverter valve or to an external S or Y plan system.

Central Heating

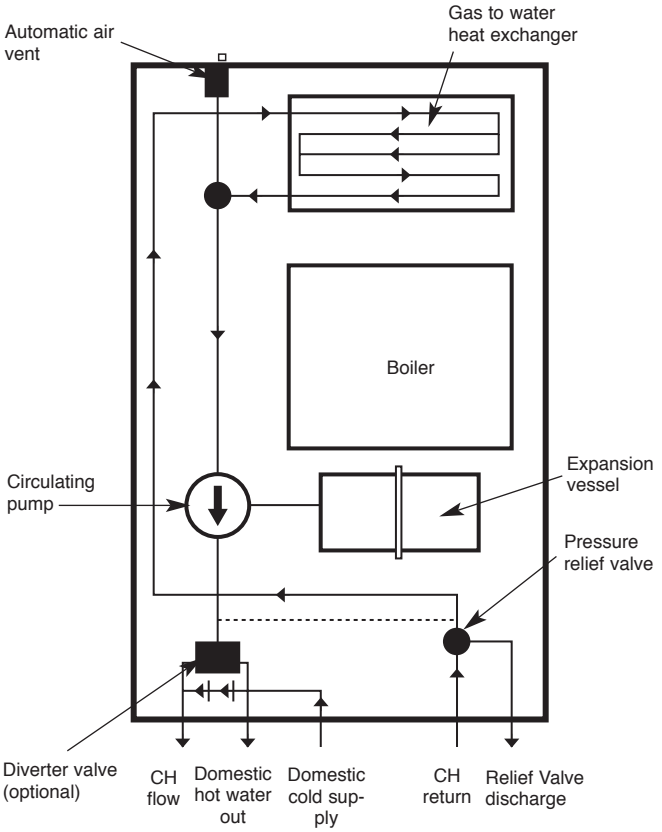
Central Heating

When a demand is made for heating by the system controls (i.e. a programmer or room thermostat). The pump will energise circulating primary water around the heating system and the burner will light. The heat output from the appliance in this mode has been factory set to mid-range or as reset by your installer. The appliance will operate as necessary to maintain the temperature of the radiators at the level set by the adjustment of the Heating Temperature Control Knob. (See Fig. 2.)

If the system no longer requires output to maintain the desired room temperature, the burner will extinguish. The pump will continue to run for a short period to dissipate the residual heat from the appliance and then switch off.

The appliance will supply heat to the central heating system as required.

Fig. 1. System Diagram.

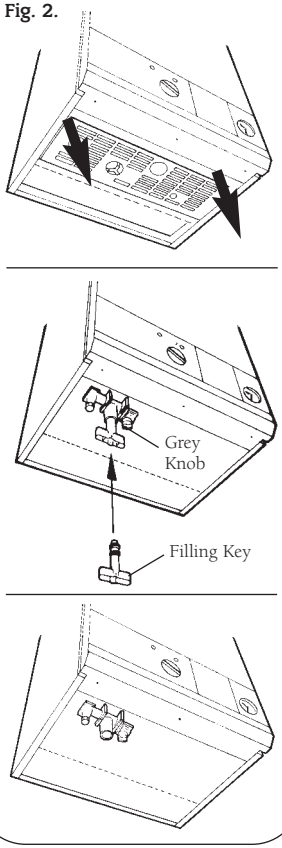


GENERAL NOTES

CENTRAL HEATING SYSTEM

During the first few hours of operation of the central heating system, check that all radiators are being heated at an even rate. Should the upper area of a radiator be at a lower temperature than the base of the radiator, it should be vented by releasing air through the venting screw at the top of each radiator. Make sure your installer shows you how to carry out the operation. Repeated venting will reduce the quantity of water in the system and this must be replenished for safe and satisfactory operation of the appliance. Should water leaks be found in the system or excessive venting be required from any radiator, a service engineer should be contacted and the system corrected.

Fig. 2.



SEALED HEATING SYSTEM

The appliance must be fitted to a sealed heating system which is pre-pressurised. In this case your installer will advise you on the minimum and maximum pressure that should be indicated on the pressure gauge. See Fig. 3. Check regularly that this pressure is maintained and contact your installer or maintenance engineer if there is a permanent significant drop in pressure indicated on the gauge. If the system loses pressure it should be re-pressurised as instructed by the installer **(N.B. Maximum operating pressure 2.5 bar)**.

Pressurising The System (See Fig. 2).
(If in doubt leave this procedure to your installer).

Remove the bottom panel to gain access to the filling loop assembly.

Insert the bayonet end of the filling key into the corresponding cut outs in the filling loop housing and twist to lock the key in place.

Turn the grey knob anti-clockwise to allow water ingress and fill until the required pressure is reached.

Turn the grey knob clockwise to stop filling and remove the filling key by lining up the bayonet end of the key with the cut outs in the filling loop housing and withdrawing the key.

N.B. The key must always be removed from the filling loop housing after the system has been filled to prevent accidental filling and to comply with Byelaw 14 of the Water Byelaws Scheme.

Store the key in a safe place for future use and refit the bottom panel

CLEARANCES

Your installer will have provided adequate space around the appliance for safety and servicing. Do not restrict this space by the addition of cupboards, shelves etc. close to the appliance.

	15SBi	24SBi
Left-hand side	10	10
Right-hand side	10	10
In Front	600	600
Above	180	180
Below	200	200

Minimum clearances in millimetres.

ROOM THERMOSTAT

A room thermostat may be fitted for control of the central heating temperature. It will be located in one room of the home. The method of setting a room thermostat varies with the type and manufacture. Refer to the instructions supplied with the room thermostat.

THERMOSTATIC RADIATOR VALVES

If thermostatic radiator valves are fitted to the system then they must conform to the requirements of BS2767. The radiator located in the room where the room thermostat is sited must be controlled by a thermostatic radiator valve.

VENTILATION OF ROOM SEALED FANNED FLUE (RSF) APPLIANCES

These are room sealed appliances and any ventilation openings in a wall or door must not be obstructed. Do not allow the flue terminal fitted on the outside wall to become obstructed or damaged.

NOTE: Do not place anything on top of the appliance. If the appliance is fitted in a compartment do not use the compartment for storage purposes unless it conforms to the requirements of BS 6798:1987: Section 6. It is essential that the airing space is separated from the boiler space by a perforated non-combustible partition as described in BS 6798:1987.

CIRCULATING PUMP

This may be fitted with a speed adjuster. If so it will be factory set at maximum and should be adjusted by the installer to suit the heating load.

FROST PRECAUTIONS

If the appliance is not to be used for a long period of time and there is a likelihood of freezing, then the appliance should be drained. The Worcester Technical Helpline will advise you on suitable frost precautions.

SERVICE

Annual servicing is important in order to ensure continuing high efficiency and long life for your appliance. In the event of any difficulty in making suitable servicing arrangements, Worcester personnel or other competent persons will discuss regular servicing arrangements and offer a comprehensive maintenance contract.

WARNING

If a gas leak exists, or is suspected, turn off the gas supply to the appliance at the service cock and consult your local service engineer.

Do not touch any electrical switches to turn them either on or off. Open all windows and doors. Do not smoke. Extinguish all naked lights.

CLEANING

Do not use abrasive cleaners on the outer casing. Use a damp cloth and a little detergent.

OPERATION OF CONTROLS

(See also label on inside of appliance front panel).

The appliance is fitted with the following controls:

CENTRAL HEATING TEMPERATURE CONTROL

The position of this knob will determine the temperature of the water delivered to the radiators between the **'I'** and **'MAX'** position. When the knob is turned anti-clockwise past the **'I'** position to the **'OFF'** (Summer Position) the appliance is off.

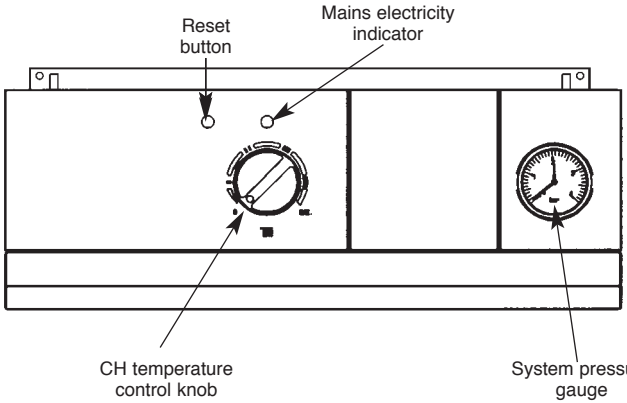
FACIA MOUNTED PROGRAMMER (if fitted)

Your installer may have mounted a mechanical programmer into the facia of your appliance. Operating instructions are supplied with the programmer.

RESET BUTTON

Press and release this button if the appliance fails to operate - if the appliance still fails to operate then contact Worcester Bosch or your installer.

Fig. 3. Controls.



TO LIGHT AND STOP THE APPLIANCE

INDICATOR LIGHTS

Green light:

MAINS : 'ON'

TO LIGHT THE APPLIANCE

Check that the water valves to the central heating circuit are open.

Check that the grey needle on the pressure gauge is not below the required pressure.

Switch on the mains electricity. Set the room thermostat, if fitted, to maximum. Turn the central heating temperature control knob to **'MAX'.** The burner will light.. Set the central heating and hot water temperature control knobs and the room thermostat/cylinder thermostat, if fitted, to the desired temperature.

TO STOP THE APPLIANCE

For Short Periods

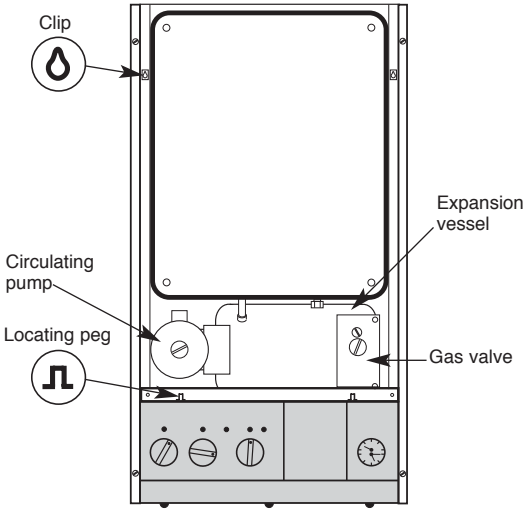
Turn the central heating temperature control knob fully anti-clockwise to the **'O'** position.

For Long Periods

Turn the CH temperature control knob switch to the **'O'** position. Switch off the mains electricity.

A facia mounted mechanical programmer will require resetting if mains supply has been disconnected.

Fig. 4. 15/24SBi with front panel removed.



ELECTRICITY SUPPLY FAILURE

If the electricity supply fails the appliance will not operate. Once the supply is restored the appliance will return to normal operation. If a programmer is fitted, check that the settings have been maintained.

APPLIANCE LOCKOUT

The appliance can be reset by pressing the reset button. Check that the gas supply has not been interrupted.

If this condition continues to occur, then call a service engineer.

REMOVAL AND REPLACEMENT OF THE FRONT PANEL (See Fig. 4)

Removal:

Holding the panel at the edges, slide it upwards to disengage the clips and ease the top edge forwards and upwards to raise it clear of the two pegs on the top edge of the facia.

Replacement:

Locate the two holes in the bottom edge of the front panel over the two pegs on the top edge of the facia and reverse the removal procedure.

APPLIANCE FAILS TO OPERATE

More than 30% of all calls made to our contact centre reporting appliance faults or breakdowns prove to be false alarms, as there is often a simple explanation for the apparent malfunction.

So, to help you save time and money – not to mention frustration and inconvenience – please refer to the General Information, Notes and Lighting Instructions ensuring all controls are set correctly.

If, after following the instructions the appliance still fails to operate correctly call the Worcester Contact Centre. Arrangements will be made for an engineer to call as soon as possible.

CALL-OUT CHARGES

All of our field service engineers are factory trained.

If you request a visit from an engineer and your appliance has been installed within the last 12 months, no charge will be made for parts and/or labour, providing:

- The appliance was commissioned correctly on installation.
- An appliance fault is found and the appliance has been installed within the past 12 months.

A call-out charge will be made where:

- The appliance has been installed for over 12 months, or
- Our Field Service Engineer finds no fault with the appliance (see note), or
- The cause of breakdown is with other parts of your plumbing/heating system, or with equipment not supplied by Worcester.

NOTE: Invoices for attendance and/or repair work carried out on your appliance by any third party will not be accepted.

MAINTAINING YOUR APPLIANCE

Your new Worcester system boiler represents a long-term investment in a reliable, high quality product.

In order to realise its maximum working life, and to ensure it continues to operate at peak efficiency and performance, it is essential that your boiler receives regular, competent servicing and annual maintenance checks beyond the initial 12 month guarantee period.

Regular service contracts can be arranged with your installer – however if you have difficulty making a satisfactory arrangement simply contact Worcester on **08457 256206** for help.

If you would like to know more about Worcester's extended warranty options please tick the appropriate box on your warranty registration card.

SERVICE CENTRES

CONTACT NUMBERS:

UK Contact Centre	Tel.	08457 256 206
UK Contact Centre	Fax.	01905 757536
Scotland only	Fax.	01506 441 687
Eire	Tel:	01 494 0099

OPERATING HOURS:

Mon - Fri	7.00am to 8.00pm
Sat	8.00am to 5.00pm
Sun	9.00am to 12.00pm

Please contact our UK Contact Centre number where our friendly operators will book your call with one of our team of nationwide engineers.

NOTE:
Please refer to our website for our bank holiday opening hours.

www.worcester-bosch.co.uk

YOUR WORCESTER SYSTEM BOILER GUARANTEE

This appliance is guaranteed from the date of installation subject to the following conditions & exceptions.

1. The appliance is guaranteed for a period of 24 calendar months subject to the return of the guarantee card within 30 days of installation and the first 12 months service and inspection having been carried out to the satisfaction of BBT Thermotechnology UK Ltd. Please note that this service is not covered under the terms & conditions of the warranty and would therefore incur a charge.

2. That during the period of this guarantee any components of the unit which are Proved to be faulty or defective in manufacture will be exchanged or repaired Free of material charges and free of labour charges if repaired directly by BBT Thermotechnology UK Ltd. Invoices for attendance and repair of this appliance by third parties will not be accepted for payment by BBT.

3. That the householder may be asked to prove the date of installation and that the appliance was correctly commissioned. This information must then be documented in the Benchmark Gas Boiler Commissioning Checklist.

4. That any product or part thereof returned for servicing under the guarantee must be accompanied by a claim stating the model, serial number and date of installation.

5. That BBT Thermotechnology UK Ltd will not accept responsibility for damage caused by faulty installation, neglect, misuse, accidental damage or the non-observance of the instructions contained in the Installation and Users instructions leaflets.

6. That the appliance has been used only for normal domestic purposes, for which it was designed.

7. That this guarantee applies only to equipment purchased and used in

This guarantee is given in addition to all your normal statutory rights.

Worcester, Bosch Group is a trading name of BBT Thermotechnology UK Ltd.

GUARANTEE REGISTRATION

You should complete and return the postpaid Guarantee Registration Card within 30 days of purchase.

The card will register you as the owner of your new Worcester system boiler and, while this will not affect your statutory rights in any way, it will assist us to maintain an effective and efficient customer service by establishing a reference and permanent record for your boiler.

IMPORTANT: SERIAL NUMBER. Copy the number off the Guarantee Card.

FOR YOUR OWN RECORD

MODEL	SERIAL NUMBER

(See identity label inside appliance casing)

TYPE/SIZE	DATE OF INSTALLATION

CORGI CONTACT

All **CORGI Registered** installers carry a **CORGI ID** card and have a registration number. Both should be recorded in your central heating log book. You can check your installer is **CORGI Registered** by calling **CORGI** on **01256 372300**

www.worcester-bosch.co.uk

WORCESTER

Bosch Group

Worcester, Bosch Group, Cotswold Way, Warndon, Worcester WR4 9SW.
Telephone: 01905 754624 Fax: 01905 753130.
Technical Helpline 08705 266241.

Worcester, Bosch Group is a trading name of BBT Thermotechnology UK Limited

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